

# CALIFORNIA'S LEMON LAW Q&A



If your new car has a serious warranty defect that the dealer can't fix, even after several attempts, you may be eligible to get your money back, or get another car.

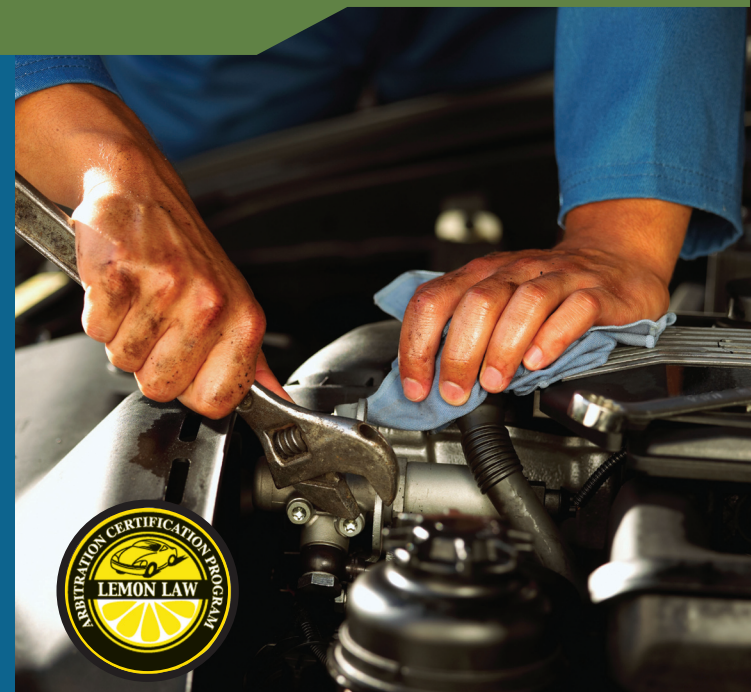
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## Does California's Lemon Law apply to my vehicle?

**A:** The Lemon Law covers the following new and used vehicles that come with the manufacturer's new vehicle warranty:

- Cars, pickup trucks, vans, and SUVs.
- The chassis, chassis cab, and drive train of a motor home.
- Dealer-owned vehicles and demonstrators.
- Many vehicles purchased or leased primarily for business use.
- Vehicles purchased or leased for personal, family, or household purposes.

## What if the manufacturer or dealer can't fix my vehicle?

**A:** If the manufacturer or dealer can't repair a serious warranty defect in your vehicle after a "reasonable" number of attempts, the manufacturer must either:

- Replace the vehicle; or
- Refund its purchase price (whichever you prefer)



## What is a "reasonable" number of repair attempts?

**A:** There is no set number. However, California's Lemon Law Presumption contains these guidelines for determining when a "reasonable" number of repair attempts have been made:

- The manufacturer or dealer hasn't fixed the same problem after four or more attempts; or
- Your vehicle's problems could cause death or serious bodily injury if it is driven, and the manufacturer or dealer has made at least two unsuccessful repair attempts; or
- The vehicle has been in the shop for more than 30 days (not necessarily in a row) for repair of any problems covered by its warranty. This is called the Lemon Law Presumption.

## Do I need to go to court for the Lemon Law to help me?

**A:** No. In many cases the manufacturer of your vehicle may offer a state-certified arbitration program that may assist you in resolving your dispute. If so:

- You must request arbitration in order to claim the benefits of the Lemon Law
- Presumption; and
- You may accept or reject the arbitrator's decision.

## I bought my vehicle used with no warranty. Does California's Lemon Law still apply to my vehicle?

**A:** No. The Lemon Law applies only to disputes involving the manufacturer's new vehicle warranty.

